

15 MEDIA COMMUNICATIONS	Cork University Hospital		ACTION CARD NUMBER												
	Health Records Department		15.2												
You Report To:	HECT	You Brief:	Health Records Staff												
Overall Responsibilities	<ul style="list-style-type: none"> Manage all incoming calls in relation to the Major Emergency Manage all internal calls in relation to patient activity within the hospital 														
IMMEDIATE ACTIONS ON NOTIFICATION/ACTIVATION															
ON ACTIVATION		ON STANDBY													
<ul style="list-style-type: none"> Allocate personnel to reception, admissions & to designated telephone lines to deal with queries. Call in off duty staff if required. Obtain major emergency documentation located in office No 2, Health Records Dept. Keep staff informed of on-going developments. 		<ul style="list-style-type: none"> Allocate personnel to reception, admissions & to designated telephone lines to deal with queries. Obtain major emergency documentation located in office No 2, Health Records Dept. Prepare to call in off duty staff if required. 													
Consider these points															
<p>Health Records and Admissions Staff will deal with all telephone queries from the general public in relation to the casualties and will also undertake internal communications by receiving details of admissions from the Admissions Officer and the Emergency Department.</p>															
<p>The following designated phone numbers will be used in the event of a Major Emergency</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Incoming calls in relation to the ME</td> <td style="padding: 2px;">021 4922420</td> </tr> <tr> <td style="padding: 2px;">Incoming calls in relation to the ME</td> <td style="padding: 2px;">021 4922538</td> </tr> <tr> <td style="padding: 2px;">Internal Calls in relation to patient activity in the hospital</td> <td style="padding: 2px;">021 4922871</td> </tr> <tr> <td style="padding: 2px;">Internal Calls in relation to patient activity in the hospital</td> <td style="padding: 2px;">021 4920248</td> </tr> <tr> <td style="padding: 2px;">Spare Phone Line</td> <td style="padding: 2px;">021 4922863</td> </tr> <tr> <td style="padding: 2px;">Spare Phone Line</td> <td style="padding: 2px;">021 4920257</td> </tr> </table>				Incoming calls in relation to the ME	021 4922420	Incoming calls in relation to the ME	021 4922538	Internal Calls in relation to patient activity in the hospital	021 4922871	Internal Calls in relation to patient activity in the hospital	021 4920248	Spare Phone Line	021 4922863	Spare Phone Line	021 4920257
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<p>All press enquiries will be dealt with by the Communications Officer, or other designated person.</p>															

Version Control	Date Approved	DD/MM/YYYY	Valid Until	DD/MM/YYYY